DRAFT — EMPLOYEE 'S SAFETY GUIDE to the WORLD TRADE CENTER

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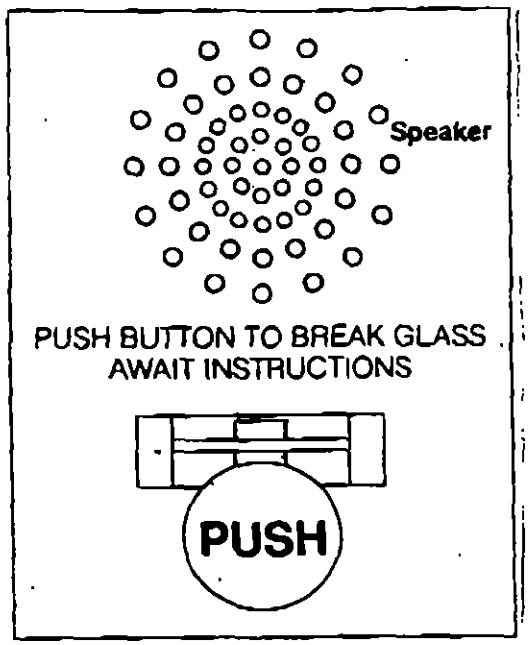

(Illustration — Call Box)

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Fire Extinguishers and How to Use them

There are Portable Extinguishers for Every Class of Fire		CARBON DIOXIDE	DRY CHEMICAL	WATER	FOAM
CLASS **A** FIRES	Paper, wood cloth, rubbish, excelsior etc. Where quenching & cooling effect required.	Small Surface Fires Only.	Small Surface Fires Only	YES EXCELLENT Water saturates prevents rekindling	YES EXCELLENT Has both smothering & wetting action.
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How to Operate		See nameplate, Generally, remove horn, pull locking pin, squeeze trigger.	See nameplate, Generally, press lever or remove horn, press lever.	INVERSION TYPE Soda-Acid Turn over bump on ground. (30-40 ft. Range) PRESSURE TYPE Remove hose press lever (45 ft. Range) PUMP TYPE Aim nozzle and work pump. (30-40 ft. Range)	TURN OVER, bump on ground.
Range of Stream		3 to 6 ft.	10 to 20 ft.	(See above)	30 to 40 ft.
Recharging Period		AFTER USE Weigh Semi-Annually.	AFTER USE Check Pressure gauge Semi-Annually.	(See Note)	Discharge & Recharge Annually.

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(MAPS OF BUILDINGS SHOWING LOCATION OF STAIRWAYS)

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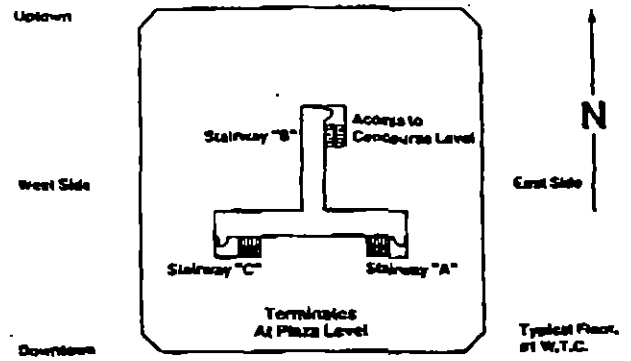

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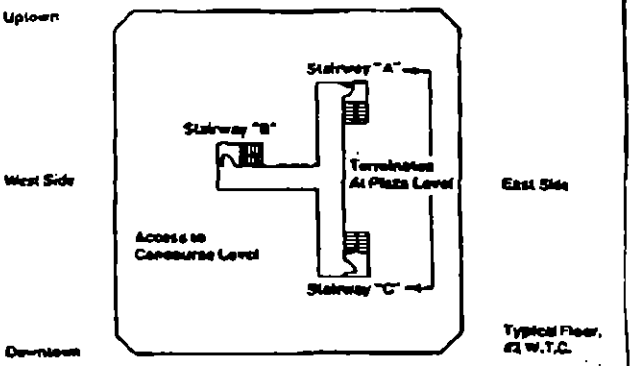

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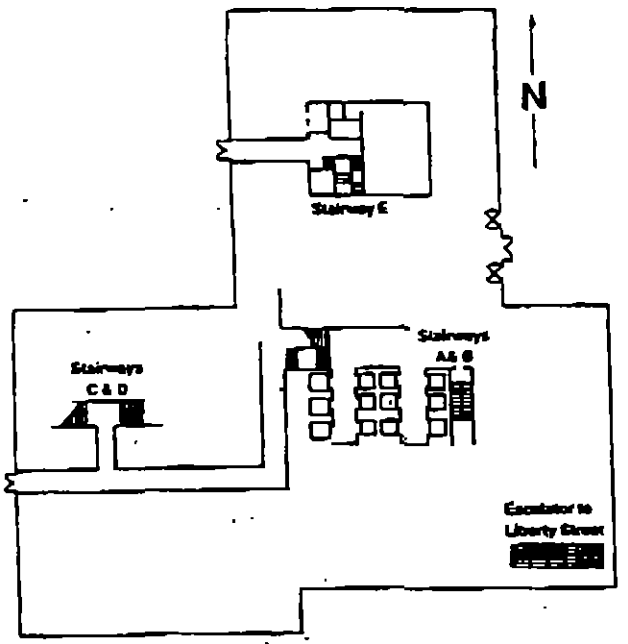

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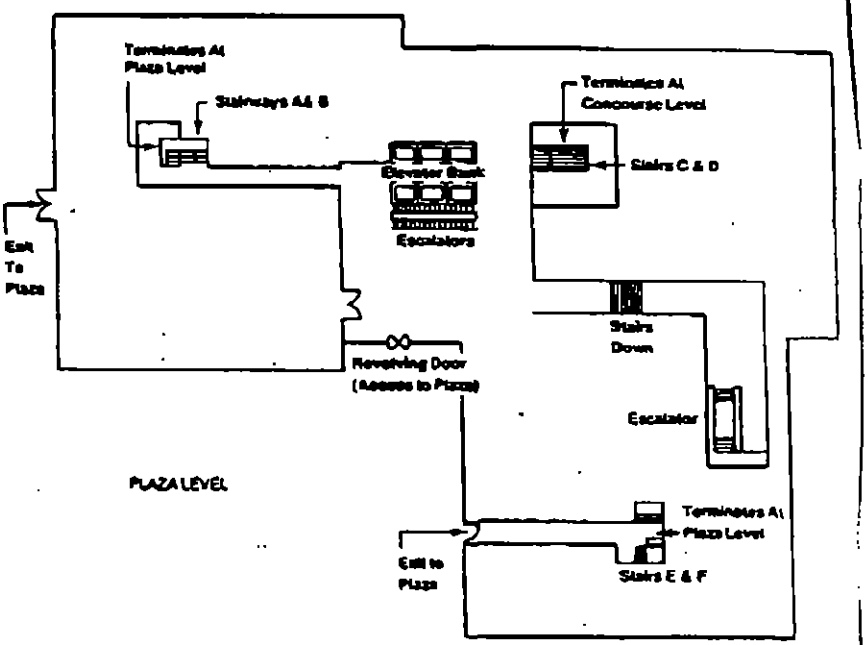

- TENANT FIRE SAFETY GUIDE - UPDATED TO BE DISTRIBUTED FIRE SAFETY WEEK CURRENTLY OUT FOR COMMENTS - WILL GET IT FOR FINAL REVIEW ONCE ALL COMMENTS HAVE BEEN INCORPORATED

- FIRE EXTINGUISHERS - USAGE + TRAINING BY TENANTS - CODE + LOCAL LAW APPLICABILITY - LAW DEPT INPUT WE NEED TO GET RM POSITION

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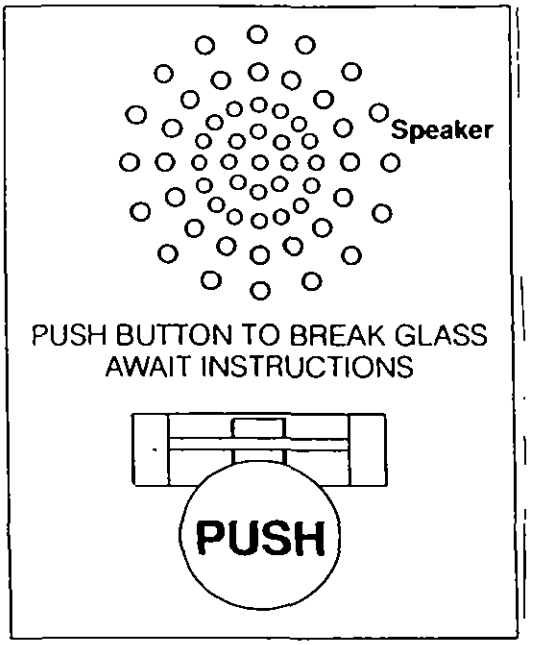

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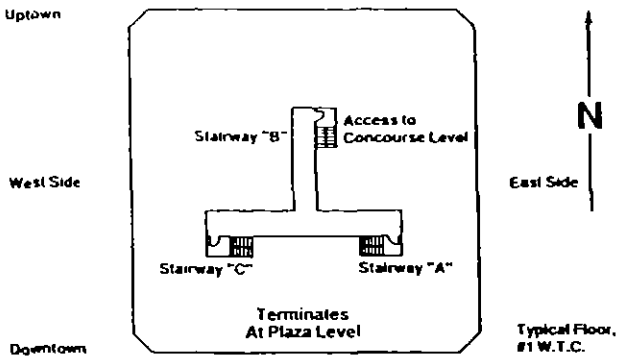

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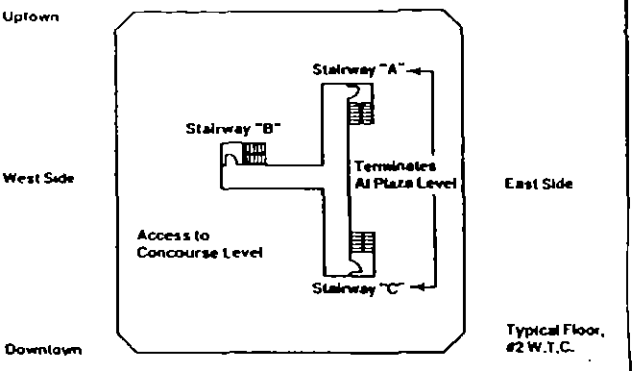

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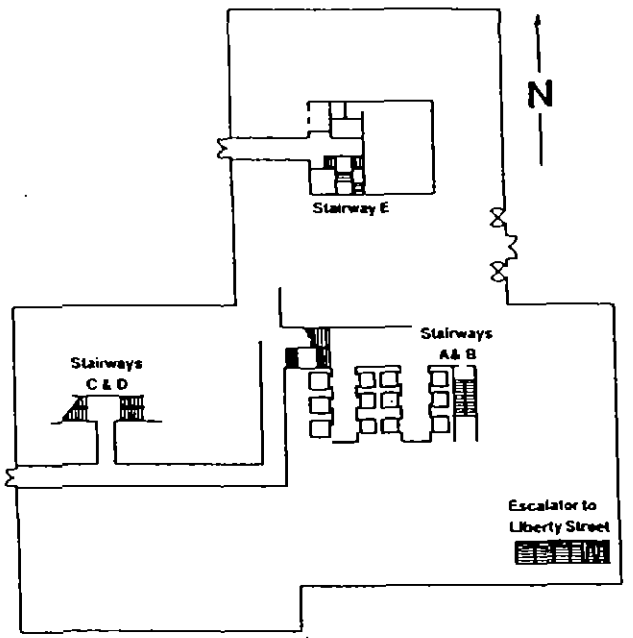

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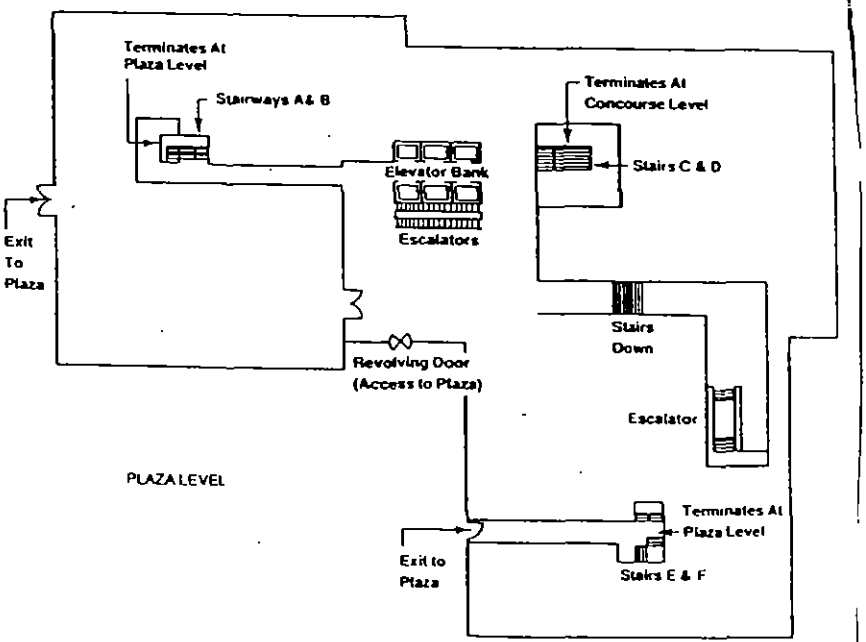

Post-it™ brand **Fax Transmittal Memo** 7672 No. of Pages 5 Today's Date 7/17/93 Time 9:00

To Nelson Chanfrau	From Ray Mannion
Company PA	Company PA
Location	Location Dept. Charge
Fax # (201) 216-2855 Telephone #	Fax # (212) 435-4416 Telephone #
Comments	Original Disposition: ☐ Destroy ☐ Return ☐ Call for pickup

THE PORT AUTHORITY OF NY & NJ **BUCKSLIP**

TO: Nelson Chanfrau, Bill Ellis, Blair Nare, Gus Preschle, Electra Yourke
FROM: Ray Mannion
DATE: July 16, 1993
SUBJECT: **BACKGROUND FOR WTC SAFETY TRAINING PROGRAM MEETING**

Attached is an interim report on Fire Safety Training for WTC Tenants, which will serve as background for our meeting on Friday, 7/23 at 2:00. It will be held in the 63 West Departmental Conference Room B.

Ray
Ray

THE PORT AUTHORITY OF NY & NJ

INTER-OFFICE MEMORANDUM

93 SEP 15 A 7:43

TO: Bob DiChiara, Charlie Maikish, George Rossi, Capt. Joe Martella, Nelson Chanfrau, Ray Mannion

FROM: Electra Yourke
DATE: September 10, 1993

SUBJECT: FIRE SAFETY TRAINING VIDEO

CC: B. Nare, T. Cancelliere, A. Reiss, Sgt. S. Bleeker

Enclosed is the rough final version of a training video for fire safety teams in the WTC. Still to be done is the professional narration, music, and credits. We cannot re-shoot anything, but we can make changes in the script, if necessary, and minor cuts in the video.

As you know, this tape has been developed with the active participation of the fire safety managers and Operations personnel involved in safety issues. Gus Preschle was enormously helpful in moving this project forward on schedule.

The tape has been screened for the Emergency Procedures Working Group, which made some suggestions for changes in the script and minor cuts. It has also been shown to the tenant wardens who participated in our focus groups prior to development of the WTI training program. Their response was most affirmative. We also viewed it with Cathy Collins and Vigdor Bernstein of the Law department, who made several valuable recommendations. None of the changes to be adopted are yet reflected in this version. We plan a Japanese narative for a later time.

The timetable is as follows: The professional narration, incorporating changes, the music, and the credits will be added by the end of next week. Two hundred copies will be made during the following ten days, and these will be distributed to the fire teams in time for Fire Safety Week.

Cathy recommended, and we heartily concur, that the distribution be accompanied by a letter stating that the tape does not encompass all procedures and every eventuality, and should be used in conjunction with the safety training booklet and guidance from the WTC fire safety managers. We will include a brief statement to that effect after the credits on the tape as well.

If I do not hear from you by Tuesday, September 14, I will assume that you have no comments, or at least no negative ones.

e

INTERIM REPORT

FIRE SAFETY TRAINING FOR WORLD TRADE CENTER TENANTS

The fact that many basic safety procedures could not be implemented at the time of the February 26 explosion in the World Trade Center prompted a thorough re-examination of those procedures and especially of the building systems supporting them. Decentralization of power and communications sources was immediately initiated, while additional building features and personnel were deployed consistent with a plan to enhance every aspect of emergency functioning.

A live information program for tenants and their employees was offered three times a day for a week. The program included a detailed explanation of how the bomb blast damaged the building systems, and described newly installed features and equipment.

It was also decided that fire safety teams should receive more extensive training than before, in order to establish a set of consistent and consistently applied procedures for any emergency. Agency commitment to comply in full with New York City fire codes reinforced the need for greater attention to these issues.

The resulting training program, provided for each member of the safety team on each floor throughout the complex, was funded by the Towers Program and developed under the auspices of the World Trade Institute.

1. Purpose

To provide for a prompt, consistent, effective response by tenant safety personnel in the event of an emergency.

To introduce new personnel, equipment, and systems to fire safety teams and specific instruction on their use.

To strengthen the identity of the team on each floor, and of communications between Port Authority safety personnel and the team.

2. Program Development Process

Overall program coordination was assigned to a World Trade Department employee working under World Trade Institute auspices. There was great pressure to provide all the sessions in advance of the round of regular fire drills scheduled for May and June.

The first step was to hold two focus group sessions of randomly selected tenant fire wardens or deputies. They expressed deep distrust of Port Authority safety procedures -- a distrust also reflected on other occasions,

such as tenant briefings.

Developing program content was somewhat protracted because of the absence of any written materials regarding fire safety team procedures other than brief coverage in the building safety booklet for tenants. Guidance and instruction had been provided orally after fire drills and in tailored sessions for new tenants at move-in. For the training program, new procedures, equipment, and assignments had to be codified and integrated with the activities of new personnel, notably deputy fire safety directors on shuttle floors.

With input from the WTD fire safety coordinators, Risk management, Police, and others, a program outline was developed (see attached). Originally, members of Personnel's training department were to be the instructors. However, when presented with the outline, they recommended engaging an outside expert, a professional trainer from a fire department.

On the recommendation of Risk Management, the Fire Safety Institute, at John Jay College, was contacted and selected on a sole source basis, but on the day before the first scheduled session, the firm withdrew for administrative reasons. At this very last moment, Gold Shield Associates, a partnership of two retired NYCFD officers providing consulting services, was able to step in. With an intensive briefing, on a handshake basis, Gold Shield began teaching.

4. Program implementation

The entire program was launched under great pressure, so as to avoid rescheduling the already-delayed fire drills. Classes would accommodate 20-40 people. Port Authority personnel were brought in first, as it would be best to go through the bumpy shakedown with our own employees. Then a floor-by-floor schedule was set up, starting with Tower A.

The notification process proved especially troublesome, mostly because of the short lead time. A long explanatory letter, addressed to tenant CEOs, generated excellent Tower A attendance in the first round, but unfortunately Tenant Services did not have the resources to do the same for Tower B. Again under time pressure, notices were delivered to reps in Tower B. In general, scheduling and notification was a time-consuming and occasionally confused endeavor.

Attendance, though sometimes erratic, was good. More than 750 people attended. Larger firms were well represented, but it may be that small ones never sent anyone. For safety reasons, a careful review of the attendance lists should be carried out.

4. Evaluation

The WTD staff person and at least one fire safety team member sat in on every session for the first weeks. Initially, there were major problems with organization, accuracy, and platform skills. Staff provided specific pointers and, if necessary, corrections, after each session. The teaching partners were very good-natured about the criticism and gradually improved the presentation. Their lack of personal familiarity with the complex was a

distinct disadvantage, especially during the Q&A portion, when it was often necessary to call on a member of the fire safety team to respond.

Over 500 of the attendees filled out the evaluation form (see attached). It is significant to note that more than three quarters of the respondents were in the Trade Center at the time of the explosion.

About three quarters of the attendees circled 4 or 5 on a 1-5 scale for the four evaluation factors. A detailed analysis of the comments and questions will be conducted so that they can be addressed in the training film.

5. Cost

Exclusive of staff time, approximate cost to date is:

Instruction	$20,000
WTI room charges	2,800
Lunches (noon sessions)	4,500

6. Next steps

Working through the process to this stage, it is clear that certain additional steps need to be taken in order to further strengthen the existing fire safety program:

1. Update the tenant safety manual and assure that it is distributed by tenant managements to all their fire safety personnel.

2. Write an employee safety guide, possibly pocket-size, to be provided to every worker in the complex. The guide could include security procedures, which have been sharply upgraded since the explosion. It should appear in several languages.

3. Produce a fire safety film. This can be shown to new and prospective tenants, new team members, and others so that briefings need not be dependent upon the availability of WTD fire safety personnel. The narrative should be recorded in several languages, especially Japanese.

4. Design and conduct specialized sessions for stores, restaurants, Deck, TKTS, visitor center, below grade, contract, night workers, WTI instructors, and all public contact personnel, especially security.

5. Develop an ongoing, live building safety and security briefing for all workers in the complex. Content would include an overview of safety and security features and culminate in a building tour, which hopefully would attract attendees. Sessions would be offered on a regular schedule -- say, once a month -- at the WTI and could be specially presented to new tenants.

Needed administrative improvements:

1. **Assure that every tenant, including small tenants, has appointed its full team complement.**

2. **Improve the maintenance of the floor-by-floor database. The deputy fire safety directors could be helpful in this task.**

Yourke
7/2/93

TRANSMISSION RESULT REPORT (JUL 16 '93 10:32AM)
RISK MANAGEMENTZIP43
(AUTO)

THE FOLLOWING FILE(S) ERASED

FILE	FILE TYPE	OPTION	TEL NO.	PAGE	RESULT
009	MEMORY TX		TREASURY	06/06	OK

ERRORS

1) HANG UP OR LINE FAIL 2) BUSY 3) NO ANSWER 4) NO FACSIMILE CONNECTION

FAX

TO: Sophie

FROM: Renee

DATE: 7/16/93

DIRECT PHONE NUMBER: (201) 216-2807

COMMENTS:

NUMBER OF PAGES INCLUDING COVER: 6

FACSIMILE NUMBER: (201) 216- 2855

TREASURY DEPARTMENT

CHECK ONE ☐ MEETING REMINDER ☐ MEETING PLANNER

CAN IT BE DONE OVER THE PHONE? _____YES_____NO

MEETING SUBJECT: WTC Safety Training Program "TOWERS Program"

MEETING DATE: 7/23/93

TIME: FROM 2^00 TO 3^00 LOCATION: 63W C.R.

OBJECTIVE(S):

AGENDA:

ATTENDEES/TRANSMITTAL OPTION

TO: Ray Mannion	_____
Blair Nair	_____
Bill Ellis	_____
Electra Yorke	_____
Gus Presehle	_____
_____	_____
_____	_____
_____	_____

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT:

_____ON EXT:_____

Buckslip THE PORT AUTHORITY

To Russ Carl Location

From **Gerard M. Cummiskey** & Mark Date 7/23/

~~PATC Rm 221 / Zip 43 /~~ (201) 216-2808

See what you can find 7/26

Talk to N.C. on Monday about any NYC Code references to "fire extinguisher training for high rise floor wardens.

Required = ? No

Silent = ? ⟷ yes.

Recommended = ? No

gregate. The liquids, materials or compounds, as required under the provisions of this section shall be types for which certificates of approval shall have been issued by the commissioner or previously approved by the board of standards and appeals, unless such approval has been amended or repealed by the commissioner. The method of application of the liquids, materials and compounds shall be approved by the commissioner or previously approved by the board of standards and appeals, unless such approval is amended or repealed by the commissioner. Tests for each specific application of originally treated combustible material, or any retests thereof, and the testing of all flameproofed products, permitted, pursuant to the provisions of this section, shall be as prescribed by, and in accordance with the requirements of the commissioner. Nothing in this section shall permit the use of any wall or ceiling covering or decoration, having a nitrate cellulose content, or incapable of being adequately flameproofed. Nothing in this section shall be construed to apply to merchandise for sale or displayed for safe, or displayed at a business show; to guest rooms in hotels; to offices; to works of art in museums; nor to churches or to places of religious worship.

Nothing in this section shall prohibit the use of cut flowers, fresh cut decorative greens, or natural trees, plants, shrubs or grass, for artistic enhancement or decorative purposes, provided such trees, plants, shrubs or grass, are in soil and are maintained in a healthy condition. Nothing in this paragraph shall permit the use of hemlock, balsam, spanish moss, or other decorative greens, which contain pitch. It shall be unlawful to hang or otherwise maintain fresh cut decorative greens in a place of assembly or licensed places of public assembly upon a combustible framework or base, or by means of a combustible material, or to permit any fresh cut decorative greens to be hung, or maintained, for a period in excess of twenty-four hours.
(Chgd. by LL 49/1991, eff. 7/1/91.)

§27-4267 Fire safety in office buildings. The owner or other person having charge of a building classified in section 27-253 of the code as occupancy group E, occupied or arranged to be occupied for an occupant load of more than one hundred persons above or below the street level or more than a total of five hundred persons in the entire building and any existing office building with an occupant load as hereinabove provided, shall comply with the following:

a. Fire safety plan. 1. A fire safety plan for fire drill and evacuation procedures in accordance with the requirements of the commissioner shall be submitted to the fire department and the approval of the commissioner shall be obtained. The applicable parts of the fire safety plan shall be distributed to the tenants of

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the building and to the building service employees. The tenants shall distribute to their employees applicable parts of the fire safety plan. All occupants of the building shall participate and cooperate in carrying out the provisions of the fire safety plan. Where the owner of the building is an occupant, he or she shall comply with those provisions of this section applicable to tenants.

2. Fire safety director, deputy fire safety director, and building evacuation supervisor:

(a) One employee shall be designated as fire safety director and one or more employees as deputy fire safety director. Such employees shall each have a certificate of fitness, in accordance with the requirements of the commissioner, qualifying him or her to conduct fire drills, evacuations and related activities such as organizing, training and supervising a fire brigade, and designating and training fire wardens and deputy fire wardens. In the absence of a fire director, when a fire safety director is required to be on duty in the building, such deputy fire safety director shall act as fire safety director.

(b) During normal working or business hours, when the building is occupied by more than one hundred persons above or below the street level or more than a total of five hundred persons in the entire building, there shall be at least one person on duty in the building as fire safety director with the required certificate of fitness. During fire emergencies, the primary responsibility of the fire safety director shall be the supervision and manning of a fire command station and the direction and execution of the evacuation as provided in the fire safety plan. Such activities shall be subject to fire department control.

(c) At all other times when there are occupants in the building, and there is no fire safety director on duty in the building, there shall be at least one employee on duty in the building designated as building evacuation supervisor.

Such employee shall be capable of directing the evacuation of the occupants as provided for in the fire safety plan. During fire emergencies, the primary responsibility of the building evacuation supervisor shall be the manning of a fire command station and the direction and execution of the evacuation as provided in the fire safety plan. His or her training and related activities shall be under the direction of the fire safety director in accordance with the requirements of the commissioner and the fire safety plan. Such activities shall be subject to fire department control.

3. A fire brigade consisting of qualified building service employees shall be selected, organized, trained and supervised by the fire safety director.

4. Fire drills shall be conducted, in accordance with the fire safety plan, at least once every three months for new buildings during the first two years after the issuance of the certificate of

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occupancy. For other buildings, fire drills shall be conducted at least once every six months. The occupants of the building, other than building service employees, shall not be required to leave the floor or use the exits during the drill. A written record of such drills shall be kept on the premises for a three-year period and shall be readily available for inspection by the fire department.

5. In buildings where compliance would cause practical difficulty or undue hardship, the commissioner may waive or modify the requirements of this subdivision and accept alternatives fulfilling the intent of these requirements consistent with public safety.

6. The tenant or tenants of each floor shall, upon request of the owner or person in charge of the building, make responsible and dependable employees available for designation and training by the fire safety director as fire wardens and deputy fire wardens. Designated fire wardens and deputy fire wardens shall carry out their responsibilities as contained in the fire safety plan.

They do that.

b. Signs at elevator landings. A sign shall be posted and maintained in a conspicuous place on every floor at the elevator landing, as provided in article nine of subchapter six of chapter one of this title of the code, indicating that in case of fire, occupants shall use the stairs unless otherwise instructed. The sign shall contain a diagram showing the location of the stairs, except that such diagram may be omitted provided that signs containing such diagram are posted in conspicuous places on the respective floor.

c. Floor numbering signs. A sign shall be posted and maintained within each stair enclosure on every floor indicating the number of the floor, as provided in article nine of subchapter six of chapter one of this title of the code.

d. Stair and elevator identification signs. Each stair and each bank of elevators shall be identified by an alphabetical letter. A sign indicating the letter of identification shall be posted and maintained at each elevator landing and on the side of the stair door from which egress is to be made, as provided in article nine of subchapter six of chapter one of this title of the code.

e. Stair reentry signs. A sign shall be posted and maintained on each floor within each stair and on the occupancy side of each stair door, where applicable, indicating whether reentry is provided into the building and the floor where such reentry is provided, in accordance with article nine of subchapter six of chapter one of this title of the code.

§27-4267.1 Fire safety requirements. When required by the building code, all new and existing buildings shall be provided with sprinklers, exit lighting, exit signs, stair and elevator signs, signs in sleeping rooms, fire alarms, communication systems and fire command stations. *(Chgd. by L.1986, chap. 839(68), eff. 9/1/86.)*

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THE PORT AUTHORITY OF NEW YORK AND NEW JERSEY

MANAGEMENT AND BUDGET DEPARTMENT

FAX COVER SHEET
(FAX # (212) 435-~~5100~~)
4416

TO: NELSON CHANFRAU FAX #: (201) 216-2855

FROM: RAY MANNION PHONE #: (212) 435-3197

OF PAGES (INCLUDING COVER SHEET): 9

ADDITIONAL COMMENTS:

THE PORT AUTHORITY OF NY & NJ **MEMORANDUM**

TO: Charles Maikish
FROM: Ray Mannion
DATE: July 27, 1993
SUBJECT: **TOWERS PROGRAM - TRAINING ELEMENT STATUS**

COPY TO: M. Chanfrau, J. Collura, R. DiChiara, W. Ellis, B. Nare, A. Preschle, E. Yourke

The TOWERS Program authorized staff to arrange for the development of a safety training program for all tenants and employees in Office Safety and Emergency Response on an ongoing basis. Over the past three months, several initiatives have been undertaken in connection with this element of the TOWERS Program, and progress has been made on the development of a safety program to be conducted on an ongoing basis.

So far:

- Special tenant briefings were held during the week of April 26, at which 350 employees representing 41 tenant companies attended. These sessions were conducted by staff from Government and Community Affairs, World Trade Center Police, Management and Budget Department, and the General Services Department.

- During the week of May 17, Port Authority employees attended similar briefings.

- Special safety training was provided to Tenant Fire Safety Teams in advance of scheduled fire drills throughout the World Trade Center complex during May, June and July. Approximately 850 people attended these training sessions, and approximately 600 of the attendees completed training evaluation forms. Those evaluation forms are currently being analyzed, and will provide valuable input into the development of the ongoing program.

The following steps are targeted to be completed and/or implemented during the week of October 4, which is "Fire Prevention Week".

- An updated Tenant Fire Safety Manual will be available for distribution to tenant companies and their Fire Safety Personnel. (Tony Marciano handling.)

- The first of an ongoing Tenant/Employee Safety Course in the World Trade Institute will be offered. (Blair Nare handling.)

- A Fire Safety Video will be completed and available for use in connection with Fire Safety Team Training, and possibly as part of the course offered at the World Trade Institute. (Electra Yourke handling.)

This year, Fire Prevention Week will have greater meaning to the tenants and employees of the World Trade Center. It is therefore recommended that the week of October 4 become the focus of a careful and well-coordinated communication effort that goes beyond the training elements noted above. Some thoughts to kick this off are attached.

Ray Mannion

Attachment

FIRE PREVENTION WEEK

OCTOBER 4, 1993

OBJECTIVE

To communicate the safety features of the Trade Center in order to educate and reassure tenants, patrons and community.

POSSIBILITIES

- Signs or posters to call attention to Fire Safety Week located in the Trade Center and PATH Concourse.
- Video wall or machines located in various locations on the Concourse to run Fire Department and/or World Trade Center fire safety messages.
- Use the Concourse in One World Trade Center for a series of displays including floor plan mockups, fire safety equipment, a mockup of security guard stations, new lighting, battery packs, etc., New York City Fire Department equipment and/or safety displays, display and make available upon request copies of the World Trade Center Fire Safety Manual. A booth for the World Trade Institute promoting its safety training program offered free to World Trade Center tenants.
- Safety giveaways at information booths, Observation Deck, Concourse, Retailers?, etc. for use by people at home and in the office. A premium with a safety message; an Employee's Safety Guide (draft attached); Risk Management's periodic Employee Safety Magazine, etc.

COORDINATION

- Coordination with PATH, New York City, New York City Fire Department.